Mike Vanbuskirk -- Resume

Located	Seattle, WA	**Email**	mvanbus43@gmail.com

Core Technical Skills

- **Operating Systems**

    Linux/Unix - CentOS, RHEL, Solaris, Debian, XenVM
    Windows - Server 2008/2012

- **Programming/Scripting**

    BASH/Shell - Automation & system administration
    JSON - Configuration file management
    Python - Hardware device configuration & system administration
    HTML/CSS - Content mark-up
    LaTeX - Document creation & typesetting

- **Applied**

    Networking - Global-level DNS configuration & traffic management, load-balancer configuration & support, routing modification, VPN configuration & support
    Application Support - Support & management of highly available applications in cloud, CDN & e-commerce infrastructures
    Development Technology - DVCS(Git), continuous delivery, auto-scaling, environment deployment
    Project Management - Agile/SCRUM
    Debugging/Troubleshooting - Log analysis, application debugging, file dump analysis, HTTP header/response debugging, hardware failure analysis
    Service - Tier-1 event management & response, configuration change support, ticket & queue handling, documentation management, PKI & general authentication support

Education

2009-2012   BSc Networks Design & Management - Western Governors University

Employment History

Sep 2014 -   Amazon, Seattle, WA - United States
Present   *Technical Operations Support Engineer / Support Engineer III*

- Tier-1 event management, application & service support, configuration, monitoring, and automation across one of the largest e-commerce & cloud platforms in the world.

- Deployed code in continuous delivery to production monitoring system utilized globally by internal Amazon teams.

- Helped define 1st-tier engagement policies for event response.

- Supported & configured multiple highly-available applications and services.

Sep 2013 -   Level 3, Tulsa, OK - United States
Aug 2014   *CDN/NOC Technician*

- Monitor and maintain many thousand node global CDN platform, including highly available storage and streaming applications.

- Tier-1 event management & response(including 3rd party vendor engagement), real time alert analysis, triage, and application support.

- Provided analysis and debugging output to Tier III engineering teams identifying a critical bug in global Java application.

- Developed scripting to identify nodes approaching critical via historical alarm & monitoring data analysis.

- **Additional Experience Hilights**

Synergy Services - Contract CDN Technician - Tulsa, OK
Jun 2013 - Sep 2013
Rapid training and successful transition to full-time direct-hire monitoring technician with single responsibility inside the Level 3 CDN.

Tech Specialties - CEO/Consultant - Stillwater, OK
Feb 2010 - Sep 2014
Provided IT consulting and support for small/medium business clients. Full ownership of project design, sale, implementation, and support.

Petra - Sales Acquisition Rep - Edmond, OK
Nov 2009 - Jan 2010
Managed 1600 active and non-active accounts for national electronics wholesaler. Advised clients on marketing and profitable product strategies. Returned multiple accounts to purchasing status.

OfficeMax - Business Development Manager - Norman, OK
February 2009 - October 2009
Managed 300 small/medium business accounts, including acquisition and development of new accounts. Exceeded both new business and current business goals in successive quarters.

Dell Computers - Inside Business Sales - Oklahoma City, OK
September 2006 - December 2008
Inside business sales for one of the largest computer companies in the world. Consistently exceeded quota and progressed internally to relationship account roles.

Ad Specialties of Stillwater - Customer Relationship Manager - Stillwater, OK
August 2005 - August 2006
Performed multiple duties including IT support, sales, accounts & billing, copy-writing, graphic design, and marketing. Helped fulfil promotional product orders on multiple national campaigns.

Convergys - Customer Service Representative - Moore, OK
August 2005 - August 2006
Provided support for billing and technical issues for national broadcast/content provider, including qualifying sales opportunities.